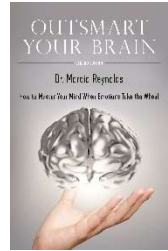


APPENDIX C

FIND YOUR RESILIENCY RATE



Answer honestly; you have no one to fool but yourself.

1. Three unexpected expenses hit you in one month, making it difficult to pay your regular bills. Do you:
 - A. Spend more, particularly on things that make you feel better.
 - B. Review expenses to find any non-essentials to cut back on.
 - C. Go into debt, figuring you'll make it up next month.
 - D. Buy lottery tickets or make a risky investment that promises a quick turnaround on your money.

2. When a parent or friend criticizes you, do you:
 - A. Avoid your parent or friend as much as possible.
 - B. Revert to the way you reacted when you were 14 years old.
 - C. Criticize back.
 - D. Ask why the person is upset with you and try to understand what he or she is afraid of or needs from you to move forward.

3. When a friend disappoints you, do you:
 - A. Talk about your feelings and explore what expectations you had, looking for the differences in your perceptions of what was said and what happened, and what you both need to renew the relationship.
 - B. Let your friend know that you feel cheated and hurt, and you expect him or her to make due on the promise made to you.
 - C. Leave, preferring friends who keep their word.
 - D. Avoid your friend until you can get over your setback, giving your friend the benefit of the doubt.

4. When it becomes clear to you that a dream you had is going to take a lot more time, money, and/or energy than you thought, do you:
 - A. Stop caring to protect yourself from further disappointment.
 - B. Continue down the same path knowing you will win in the end.
 - C. Take the time to feel your frustration before deciding what to do.
 - D. Get real, finding a similar but easier goal to focus on, chalking up the loss to inexperience.

5. You had a bad day at work. Do you:
 - A. Take it out on your family, your pet, or the other drivers on the road.
 - B. Take it in stride as a part of your miserable life.
 - C. Turn on the tv and watch until you're asleep.

- D.** Find a way to shift your emotion so you can either think about your day more objectively or let it go and relax for the rest of the evening.

- 6.** Your mate ends your relationship unexpectedly, do you:
 - A.** Quickly begin your search for the next one.
 - B.** Find ways to keep busy and avoid dating because you are not sure developing a new relationship is worth your time and energy.
 - C.** Look for ways to be where your former partner is, hoping he or she will want you back.
 - D.** Allow yourself time to explore what is at the source of any anger, embarrassment, or hurt you might be feeling so you can be clear on what you need to do to help you feel strong enough to seek a healthy relationship in the future.

- 7.** Your flight is cancelled, leaving you to sit in the airport three hours, which forces you to miss a business meeting. Do you:
 - A.** Let the counter person know that the situation is unacceptable and that you will no longer be a customer on their airline.
 - B.** Go for a walk to release your anger. See if you can join the meeting by phone or computer.
 - C.** Beg to reschedule the meeting, blaming the airline.
 - D.** Go to the bar to drink until you can get on the next flight.

- 8.** You found out you have a medical problem that will require extensive treatment and a lifestyle change. Do you:
 - A.** Seek support from others who have this disease, especially those who will let you express your anger and fears. Read

- everything you can to understand what you are dealing with.
- B.** Deny the diagnosis, knowing you can heal yourself with herbs, healthy eating, and visualization.
 - C.** Prepare for the worst to happen.
 - D.** Isolate yourself, not letting anyone help you.
- 9.** Your friend visits with his new dog. The dog breaks something of yours that didn't cost a lot but had sentimental value. Do you:
- A.** Call your friend stupid for not controlling the dog.
 - B.** Don't tell your friend, hiding the pieces so he or she won't feel badly. It was an accident. You should have dog-proofed the room.
 - C.** Let your friend know it was an accident but that you are sad anyway. Sweep the pieces out of the way. When your friend leaves, say goodbye to the piece as you throw it away, remembering the person or experience it represented.
 - D.** Quickly sweep up the pieces and throw them away so the incident doesn't ruin your visit.
- 10.** The day after a party, you realize you did something you now regret and feel embarrassed about. Do you:
- A.** Beat yourself up, wondering how you could be so stupid.
 - B.** Call everyone involved and apologize profusely.
 - C.** Forgive yourself, look for the reason behind your behavior, and then determine what you need to do differently next time, if anything.
 - D.** Vow to never hang out with those people again.

Resiliency Rate Scoring

Give yourself one point for the following answers:

1–B 2–D 3–A 4–C 5–D
6–D 7–B 8–A 9–C 10–C

If you scored at least 7, congratulations! You demonstrate a sound connection with your emotions. You are able to identify how you feel, acknowledge that your feelings represent a typical reaction, and then choose the best course of action in the moment to move on. Before you pat yourself on the back, answer these two questions:

- a. Did you answer honestly or choose the items that were obviously correct? If you only circled the answers you thought you should, your intellect is firmly in control and hindering your growth.
- b. Did you think the test was stupid? Scorning this little quiz could indicate you might not be ready to see what your emotions can tell you.

You're not alone if your intellect is in control. What's more important is recognizing if the quiz gave you any insights you want to remember and add to your goals. Being emotional intelligent requires you to engage in continual personal growth.

If you scored under 7, we applaud your honesty. Study your answers to see if you tend to fall back on one or more of the following destructive behaviors when things don't go your way:

1. **Blame others** for your disappointments without looking to see if your expectations of them may have been unrealistic

or out of your control. You feel they should do everything they can to make things right.

2. **Blame yourself** for being stupid, shortsighted, or inattentive.
3. **Ignore circumstances** and blaze forward, expecting things to work out in the end (they might, but calculating the odds and adjusting your goals might hedge your bets).
4. **React in harmful ways**, such as
 - displaying addictive behaviors (spending too much, lying or hiding the truth, and/or drinking or taking drugs to block out reality),
 - lashing out in anger,
 - avoiding confrontation,
 - giving up easily, or
 - numbing yourself with television, substances, or obsessive work.
5. **Ignore your emotions** since they only make you look and feel weak. Rarely let anyone know how you are feeling in the moment.

Coaching Tip: Practice the set-C Technique.

- **Story**—Describe what you think is going on and why.
- **Emotion**—Identify what you are feeling.
- **Trigger**—Look for what you are afraid of losing (i.e., respect, love, control) or what you feel you didn't get you thought you should have.
- **Choose**—Ask for what you need, or let go of what you can't control. Focus on how you want to feel and how you want the story to end. If letting go is difficult, hire a coach or therapist to help you make productive choices.